



A QUICK GUIDE TO SERVICE ANIMALS

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Handlers are responsible for the care and supervision of their animal. Animals must be well behaved and have proper manners. If a service animal behaves in an unacceptable way and is not controlled by the handler, an entity or business does not have to allow the animal onto its premises.

Handler's Rights -- a business or entity CAN ASK only two questions:

- 1) Is this a Service Animal?
- 2) What task has the animal been trained to perform?

*a business or entity **CANNOT ASK** you "what is your disability?"

Transportation - A person traveling with a Service Animal cannot be denied access to public transportation, even if there is a "no pets" policy. This law (ADA) applies to subways, buses, paratransit, rail, taxis, shuttles and limousines.

Air Travel - The Air Carrier Access Act (ACAA) requires airlines to allow service animals and emotional support animals to accompany their handlers in the aircraft cabin. Documentation may be required before flights.

Air Travel Proof - For evidence that an animal is a service animal, air carriers may ask to see identification cards, written documents, harnesses or tags, or verbal assurances from the individual with a disability using the animal. If airline personnel are uncertain that an animal is a service animal, they may ask a variation of the question: "What task has the animal been trained to perform for you?"

In Montana

Service Animal means a dog or miniature horse that is individually trained to provide assistance to an individual who has a disability. Service animals are allowed in “all public accommodations.” (Businesses, motels, restaurants, at work, theaters, schools and more.) *No proof is required that the animal is certified, trained, or licensed as a service animal.

An Emotional Support Animal is NOT a Service Animal - It is a companion animal that provides therapeutic benefit to someone with a mental illness, and is in need of emotional support. A note from a doctor to this effect is often used to inform a landlord of a disability. The animal is allowed as a reasonable accommodation under the Fair Housing Amendments Act (FHA).

Emotional support and psychiatric service animals - Individuals who travel with emotional support animals or psychiatric service animals may need to provide specific proof of their disability and the reason the animal must travel with them, such as a letter from a licensed mental health provider on their letterhead.

Hotels, Motels, and Housing - The Americans with Disabilities Act (ADA) and Montana law prohibit public accommodations from charging a special admission fee or requiring you to pay any extra cost to have your service animal with you. However, you may have to pay for any damage your animal causes.

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